

## MESSAGE FROM THE CHAIRMAN AND CEO



**LIM JIT POH**  
CHAIRMAN

**SIM WING YEW**  
CHIEF EXECUTIVE OFFICER

The year 2021 can be marked as a year of resilience amidst ever-changing circumstances. As many adjust to learn how to live in the new normal, we have seen deliberate and concerted efforts from people, companies, and countries to make the new environment a sustainable one.

In FY 2021, VICOM made significant efforts in our sustainability journey, kicking off with the establishment of a Sustainability Committee at the Board level to oversee the integration of Environmental, Social and Governance (ESG) considerations into our business. We then undertook a robust assessment, involving in depth stakeholder engagement across our value chain, to identify the relevant material ESG

issues that pertain to VICOM. Significantly, we had also published our very first standalone Sustainability Report. Previously, VICOM's sustainability efforts were subsumed as part of ComfortDelGro's Sustainability Report.

A key overarching theme for VICOM's sustainability journey is not only how we look internally but also our unique position as an enabler of the sustainability transition for our customers and other stakeholders. Through our Testing, Inspection and Certification (TIC) services, we are able to provide support to our stakeholders and our broader society as we transition to more sustainable ways of conducting business and our daily lives.

### **ADOPTING AND ADVANCING SUSTAINABLE TECHNOLOGY AND INNOVATION**

In Singapore, there has been a burgeoning demand for the electrification of vehicles attributed to the national push towards greener energy and sustainable development.

At VICOM, we strive to enable Singapore's vision of climate friendly mobility. We have plans to install Electric Vehicle ("EV") charging stations at our premises and will commence the electrification of our fleet of vehicles, whenever possible. As we electrify our fleet, we will also extend our services to include EV testing and inspection for our customers. We are working with the

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authorities to establish EV testing protocols and standards to support the transition towards cleaner energy fleet.

### **SPEARHEADING ENVIRONMENTAL STEWARDSHIP AND ENABLING THE TRANSITION TOWARDS SUSTAINABILITY**

This year saw the release of the Intergovernmental Panel on Climate Change (IPCC) Assessment Report 6 as well as the Conference of Parties (COP26) meeting in Glasgow, resulting in around 200 countries unifying to sign the Glasgow Climate Pact. The Singapore government has also reviewed and established more ambitious national climate change targets.

The SG Green Plan 2030, established in early 2021, unveiled a 10-year roadmap to advance the national agenda on sustainable development. Within the plan, there are key programmes that are directly relevant to VICOM operations, such as the target to have all vehicles on Singapore roads run on cleaner energy by 2040. Other key plans issued by the Singapore Government that aid in the sustainable transition include the “30-by-30” target to have 30% of Singapore’s nutritional needs met through locally produced food by 2030.

VICOM aims to provide key enabling services to aid in the success of these plans. We are working closely with the Land Transport Authority (“LTA”) on the introduction of new testing requirements for EVs, ensuring environmental responsibility as well as safety of the vehicle users. As a commitment to further enabling the transition towards sustainability, VICOM has invested in a company that specialises in software testing for autonomous vehicles. In addition, VICOM is exploring an extension of our services to include testing and certification of EV charging systems. These initiatives are all part of our effort to build an ecosystem of sustainability-related capabilities. VICOM continues to articulate our sustainability thinking through an array of novel testing and certification services including but not limited to sustainable food and farming, sustainable building materials

and renewable resource technologies such as solar panel.

### **UPHOLDING OUR RESPONSIBILITY TO OUR PEOPLE, OUR COMMUNITIES, AND THE SOCIETY**

At VICOM, we take pride in our employees and work actively to ensure that they remain happy, healthy, and engaged. We have an ongoing “Care & Share” programme, that aims to support charitable organisations while fostering collaboration amongst our people.

As part of VICOM’s Care & Share initiative, VICOM donated about S\$70,000 to 13 causes in Singapore, with our employees volunteering a total of 117 hours. A key cause that VICOM participated in during 2021 was the HCA Hospice Care (HCA) Vertical Challenge, in order to raise funds for patients with life-limiting illnesses. We have a longstanding relationship with HCA Hospice Care, as well as other notable causes and continue to demonstrate our efforts in providing aid to those in need.

VICOM also played an important role in ensuring public health and safety. Through our testing, inspection and certification services, we aim to provide the public with the assurance that they are driving in safe cars and living in safe buildings, consuming safe food and water and using safe products.

### **FORTIFYING STRONG GOVERNANCE AND ETHICAL BUSINESS IN OUR JOURNEY TOWARDS SUSTAINABLE ECONOMIC GROWTH AND INNOVATION**

VICOM is committed to ensuring that we operate at the highest level of integrity and have zero-tolerance for breaches involving corruption, bribery, discrimination, or unlawful practices. Our aim is to build trust, which is fostered through commitment to our testing integrity.

In our journey towards creating sustainable economic growth and innovation, we are also in the constant lookout to improve productivity and efficiency. Through

the use of technology and innovations, VICOM aims to streamline our testing services to ensure safety requirements are met while optimising productivity. We are currently exploring two key areas. The first is the use of SMART glasses for remote inspection. These SMART glasses are integrated with a remote assistance platform to allow audits and testing to be conducted virtually. The second area of technology integration is the use of drone technology to assist in our building and façade inspection. This allows for safer and more robust inspection services to be conducted, as drones are able to reach high-risk or difficult to reach areas. We are also using technology to assist in auto-generation of e-reports to reduce turnaround time and provide real-time monitoring, reducing paper waste as an added environmental benefit.

We at VICOM believe that sustainability is a key driver of holistic business success, and that it helps us play our role in safeguarding the success of Singapore’s sustainability. There is real value to be created through sustainability for the business, not only economically, but also socially, reputationally and environmentally.

We are proud to be embarking on this journey and invite our stakeholders to come along with us and help drive sustainability forward.

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